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INVENTORS: Allen GORIN et al.

SERIAL NO: 09/712,192

FILING DATE: November 15, 2000

TITLE: METHOD AND SYSTEM FOR PREDICTING PROBLEMATIC
SITUATIONS IN AUTOMATED DIALOG

ART UNIT: 2654

EXAMINER: David D. KNEPPER

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RESPONSE TO OFFICE ACTION

SIR:

In response to the Office Action mailed August 27, 2004 in the above-identified application, the Applicant respectfully submits the following.

Amendments to the Specification begin on page 2 of this paper.

Amendments to the Claims are reflected in the listing of claims which begins on page 3 of this paper.

Remarks begin on page 9 of this paper.